



OFFICE SERVICES SUPERVISOR I (GENERAL)

Exam Code: 3MV02

Department:	Department of Motor Vehicles
Final Filing Date:	January 31, 2013
Type of Recruitment:	Departmental Promotional
Salary:	MONTHLY-RANGED-SALARY – RANGE A \$2,638 - \$3,210 RANGE S \$2,690 - \$3,263
Employment Type:	Permanent Full-time Permanent Part-time Permanent Intermittent Limited Term Full-time Limited Term Part-Time Limited Term Intermittent
Exam Type:	State-wide

PLEASE PROVIDE AN ACTIVE, PERSONAL HOME EMAIL ADDRESS ON YOUR STANDARD STATE APPLICATION (STD. 678), AS YOU MAY RECEIVE IMPORTANT EXAMINATION INFORMATION ELECTRONICALLY.

EEO

An equal opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.

DRUG FREE STATEMENT

It is an objective of the State of California to achieve a drug-free state work place. Any applicant for state employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the state, the rules governing civil service and the special trust placed in public servants.

WHO SHOULD APPLY?

This is a departmental promotional examination for the Department of Motor Vehicles.

1. Applicants must have a permanent civil service appointment with the Department of Motor Vehicles or meet the provisions of State Personnel Board Rules 234 or 235 by the final filing date, in order to take this examination; or
2. Must be a current or former employee of the Legislature for two or more years as defined in Government Code 18990; or
3. Must be a current or former non-elected exempt employee of the Executive Branch for two or more consecutive years as defined in Government Code 18992; or
4. Must be a person retired from the United States military, honorably discharged from active military duty with a service-connected disability, or honorably discharged from active duty as defined in Government Code 18991.

For applicants under Items 2, 3, or 4, if promotional examinations are given by more than one department for the same classification, the applicant must select one department in which to compete.

Persons applying using Veterans experience must submit a copy of their DD 214 with their Standard State Application (STD. 678).

FILING INSTRUCTIONS

The final filing date is January 31, 2013. Standard State Applications (STD. 678) must be submitted by the final filing date via one of the following two options: postmarked by the U.S. Postal Service or hand delivered to the Department of Motor Vehicles and placed in the Selection & Certification Unit Drop Box **by 5 p.m.**

Standard State Applications (STD. 678) may be downloaded at website at www.jobs.ca.gov. All applications/resumes must include "to" and "from" employment dates (month/day/year), time base, and official classification titles. Applications/resumes received without this information will be rejected.

PLEASE PROVIDE AN ACTIVE PERSONAL EMAIL ADDRESS ON YOUR STANDARD STATE APPLICATION (STD. 678), AS YOU MAY RECEIVE IMPORTANT EXAMINATION INFORMATION ELECTRONICALLY.

Standard State Applications must be marked "Office Services Supervisor I" and submitted by the final filing date using one of the two options below:

Postmarked by mail to:

Department of Motor Vehicles
Selection & Certification Unit
Office Services Supervisor I
P.O. Box 932315, MS A208
Sacramento, CA 94232-3150

OR In person by 5 p.m. to:

Department of Motor Vehicles
Human Resources Branch
Selection & Certification Unit Drop Box
2415 1st Avenue, 1st Floor Lobby
Sacramento, CA 95818

Standard State Applications postmarked, personally delivered, or received via interoffice mail after the final filing date will not be accepted. Standard State Applications will not be accepted via email or fax.

SPECIAL TESTING ARRANGEMENTS

If you have a disability and need special testing arrangements, please mark the appropriate box on the Standard State Application (STD. 678). You will be contacted about specific testing arrangements.

DEFINITION

"Performing the duties of a class with a level of responsibility equivalent to..." To meet this requirement, the applicant must have the amount of experience in State service in the class (or be on a Training and Development Assignment or TAU to the class) specified.

ELIGIBLE LIST INFORMATION

A departmental promotional eligible list will be established for the Department of Motor Vehicles. The list will be abolished 12 months after it is established unless the needs of the service and/or conditions of the list warrant a change in this period.

REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION

NOTE: All applicants must meet the education and/or experience requirements for this examination by the final filing date.

Experience applicable to one of the following patterns may be combined on a proportional basis with experience applicable to the other to meet the total experience requirement. Experience in California state service applied toward "Pattern II" must include at least one year of qualifying experience performing the duties of a class with a level of responsibility comparable to that described in the promotional pattern.

Either I

One year of experience in California state service performing duties of a class with a level of responsibility equivalent to Office Assistant, Range B.

Or II

Two years of clerical experience performing duties pertinent to the specialty for which the application is made.

In meeting the requirements under Pattern II, academic education above the twelfth grade may be substituted for one year of the required general experience on the basis of either (a) one year of general education being equivalent to three months of experience; or (b) one year of education of a business or commercial nature being equivalent to six months of experience.

ADDITIONAL DESIRABLE QUALIFICATION

Education: Equivalent to completion of the twelfth grade.

Ability to: Operate equipment required in the performance of the journey level duties of the specialty for which application is made. Examples include typewriter, dictaphone, calculating machine, or copying machine.

POSITION DESCRIPTION

The scope of the duties supervised by incumbents in the general classes include: receptionist and secretarial support; typing and word processing support; mail and document receiving and distribution; filing and records management; document preparation and review; composition of letters, procedure manuals and reports; gathering and giving of information over the telephone or by personal contact; statistical, financial, and other record-keeping functions; cashiering; and ordering and maintaining supplies and equipment.

Under general supervision, the Office Services Supervisor I (General) trains new employees, supervises a small group engaged in difficult clerical work, and personally performs the most complex work.

Positions exist in Sacramento County only.

EXAMINATION INFORMATION

This examination will consist solely of a Training and Experience Questionnaire, weighted 100%. **Candidates must achieve a minimum passing score of 70% in order to be placed on the eligible list.**

The Training and Experience Questionnaire will be either mailed or emailed in **March 2013** to those candidates who meet the minimum requirements for admittance to the examination as stated on this examination bulletin.

SCOPE OF EXAMINATION

TRAINING AND EXPERIENCE QUESTIONNAIRE - WEIGHTED 100%

The Training and Experience Questionnaire will consist of statements designed to measure how your training and work history have provided you the essential knowledge and abilities listed below.

KNOWLEDGE AND ABILITIES

A. Knowledge of:

1. Modern office methods, supplies, and equipment.
2. Business English and correspondence.
3. Principles and techniques of effective supervision and training.
4. Department's Equal Employment Opportunity Program objectives.
5. A supervisor's role in the Equal Employment Opportunity Program, and the processes available to meet Equal Employment Opportunity objectives.

B. Ability to:

1. Perform difficult clerical work, including ability to spell correctly, use good English and make arithmetical computations.
2. Follow oral and written directions.
3. Evaluate situations accurately and take effective action.
4. Read and write English at a level required for successful job performance.
5. Make clear and comprehensive reports and keep difficult records.
6. Meet and deal tactfully with the public.
7. Apply specific laws, rules, and office policies and procedures.
8. Prepare correspondence independently utilizing a wide knowledge of vocabulary, grammar, and spelling.
9. Communicate effectively.
10. Plan, organize, direct, and supervise the work of others.
11. Effectively contribute to the Department's Equal Employment Opportunity objectives.

VETERANS' PREFERENCE

Veterans' Preference Points **will not** be granted for this examination, because it does not meet the requirements to qualify for Veterans' Preference Points.

CAREER CREDITS

Career Credits **will not** be added to the final score of this examination.

DISCLAIMER

Please click on the link below to review the official California State Personnel Board class specification:
<http://jobs.spb.ca.gov/wvpos/jobspecs.cfm>.

GENERAL INFORMATION

For an examination with a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection & Certification Unit at (916) 657-7553 three days prior to the written test date if he/she has not received his/her notice.

For an examination without a written feature, it is the candidate's responsibility to contact the Department of Motor Vehicles, Selection & Certification Unit at (916) 657-7553 three weeks after the final filing date if he/she has not received his/her notice.

If a candidate's notice of oral interview or Performance Test fails to reach him/her three days prior to his/her scheduled appointment due to a verified postal error, he/she will be rescheduled upon written request.

Examination Locations: When a written test is part of the examination, it will be given in such places in California as the number of candidates and conditions warrant. However, locations of interviews or performance evaluations may be limited or extended as conditions warrant.

Standard State Applications (STD. 678) are available at www.jobs.ca.gov, local offices of the Employment Development Department, and the testing department on this job bulletin.

If you meet the requirements stated on this bulletin, you may take this examination, which is competitive. Possession of the entrance requirements does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be rated against predetermined job-related rating criteria. All candidates who pass will be ranked according to their scores.

The Department of Motor Vehicles reserves the right to revise the examination plan to better meet the needs of the state, if the circumstances under which this examination was planned change. Such revision will be in accordance with civil service laws and rules, and all competitors will be notified.

General Qualifications: Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

Eligible Lists: Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) sub-divisional promotional, 2) departmental promotional, 3) multi-departmental promotional, 4) service-wide promotional, 5) departmental open, and 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on the bulletin.

Criminal Record Clearance Information: Some positions, within various divisions of the Department of Motor Vehicles, are subject to fingerprinting and criminal records check requirements. The Department of Justice and Federal Bureau of Investigation will complete this check. Applicants will be notified during the hiring process if the position is affected by the criminal records clearance procedure. Criminal record clearance is a condition of employment in positions affected by this procedure.

If Promotional Examinations Only: Competition is limited to employees who have a permanent civil service appointment and military veterans that meet all the minimum qualifications. Under certain circumstances, other employees may be allowed to compete under provisions of Rules 234, 235, and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices, or at www.jobs.ca.gov.

If High School Equivalence is required: Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

California Relay Telephone Service for the deaf or hearing impaired
from TDD Phones: 1-800-735-2929 from Voice Phones: 1-800-735-2922

UPON REQUEST, THIS DOCUMENT CAN BE PRODUCED IN BRAILLE OR LARGE PRINT

Bulletin Release Date: January 10, 2013

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